

## **Lucas County Workforce Investment Act (WIA) Supportive Services Procedures**

All contract providers shall deliver supportive services to their registered participants according to the WIA Supportive Services Policy. This is the same policy in effect for those customers served by the One-stop staff. As detailed in the policy, providers must complete the following steps before issuing supportive services:

- ?? Determine program eligibility
- ?? Document need for supportive services on the Individual Employment Plan
- ?? Ensure the participant has not exceeded the current annual cap stated in the policy
- ?? Explore and document other community resources before expending WIA funds
- ?? Secure source documentation such as an invoice or receipt to verify the total cost

### **Providers with funds budgeted for supportive services\***

Providers whose budget includes a line item for supportive services shall deliver any and all supportive services specified in the Lucas County WIA Support Services Policy. These providers must ensure that adequate funds are earmarked for this purpose when preparing their contract budget. Furthermore, these providers are responsible for all aspects of supportive services delivery, including issuance of checks, vouchers, subcontractor, or third party payments, tracking of each client's benefits relative to the annual cap, as well as entry of supportive services into the state and local MIS systems.

### **Providers without funds budgeted for supportive services\***

Providers with no support services line item(s) in their budget must also deliver supportive services to their participants according to the Lucas County WIA Supportive Services Policy, however the payments shall be issued by Lucas County Job and Family Services (Fiscal Agent) according to the following steps:

1. Provider determines eligibility and secures documentation described above.
2. Provider maintains proof of eligibility and the participant's actual expense on file.
3. Provider must enter the service into the state and local MIS systems and track each customer's supportive services total relative to the current benefit cap.
4. The provider shall complete the Support Services Request Form and submit it to Workforce Development Manager/designee for a signature. The Workforce Development Manager/designee shall submit approved forms to the One-stop before the 10<sup>th</sup> of each month.
5. The One-stop staff combines the providers' issuance and the supportive services for One-stop customers into a single alphabetical schedule and sends it to LCJFS fiscal department before the 15<sup>th</sup> of each month.
6. Lucas County Job & Family Services (Fiscal Agent) shall audit the list, secure the signature of the LCJFS director, and send the schedule to the county auditor to issue reimbursement to the eligible participants before the end of the month.

**\*NOTE: All providers shall be responsible for disallowed costs in the case of an audit where the proper documentation is missing for eligibility of program services and/or supportive services.**